# 1999 Communications and Customer Service Conference

November 2 - 4

# The Line's Perspective

TRICARE

MSgt Peter Kraft

First Sergeant – 377th Security Forces Squadron

President of the First Sergeants Council - Kirtland Air Force Base, NM

# THE LINE'S PERSPECTIVE

## OVERVIEW

- WHAT IS A FIRST SERGEANT?
- PURPOSE
- OPINIONS FROM THE LINE
- CUSTOMER SERVICE
- PROBLEM SOLVING

# THE LINE'S PERSPECTIVE

FIRST SERGEANT ?

# THE LINE'S PERSPECTIVE

## PURPOSE

- TRICARE'S PERFORMANCE IN TERMS OF CUSTOMER SERVICE
- SENSITIVITY TO BENEFICIARY NEEDS
- TRICARE'S ABILITY TO SOLVE PROBLEMS FOR BENEFICIARIES

# THE LINE'S PERSPECTIVE

# THE LINE'S OPINIONS

# THE LINE'S PERSPECTIVE

## QUESTION ONE

**WHAT IS THE FIRST THING THAT COMES TO MIND WHEN YOU HEAR THE WORD**

**TRICARE ?**

# THE LINE'S PERSPECTIVE

## ANSWERS

- PRIME GREAT, TAKES CARE OF YOU FAIRLY HAPPY
- STINKS, BUREAUCRATIC NIGHTMARE, DEAL WITH IT, CONFUSING, NEEDS IMPROVEMENTS, SOME PROBLEMS

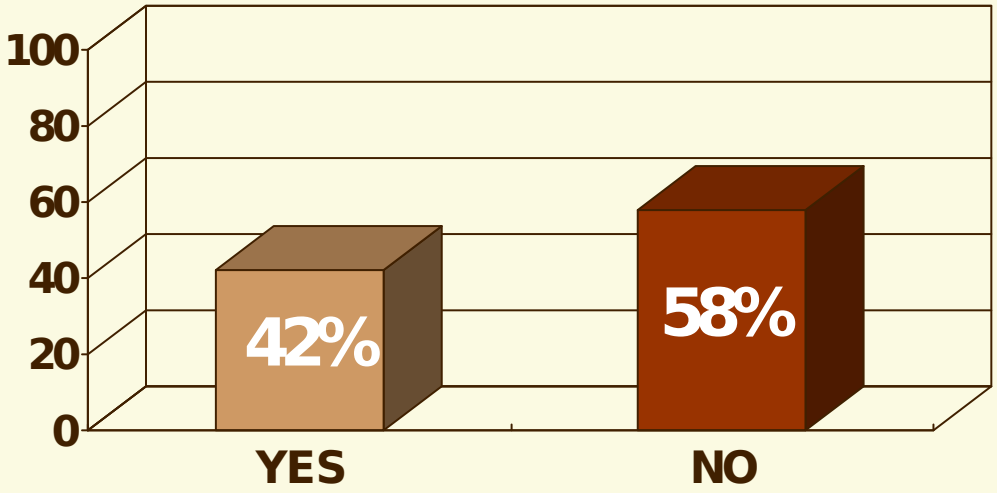
# THE LINE'S PERSPECTIVE

## QUESTION TWO

**HAVE YOU EVER HAD ANY BAD EXPERIENCES WITH TRICARE?**

# THE LINE'S PERSPECTIVE

## ANSWER



# THE LINE'S PERSPECTIVE

## QUESTION THREE

**IF YOU COULD CHANGE ONE THING ABOUT TRICARE, WHAT WOULD IT BE?**

# THE LINE'S PERSPECTIVE

## ANSWERS

- **NO CHANGES**
- **CAN IT**
- **NO DOWNTOWN PROVIDERS**
- **HAVE MILITARY TAKING CARE OF MILITARY**
- **NO CO-PAYS**

# THE LINE'S PERSPECTIVE

## ANSWERS
### CONTINUED

- **EASY INSTRUCTIONS**
- **WORKABLE INSTRUCTIONS**
- **EXPAND COVERAGE**
- **SIMPLIFY, MORE USER FRIENDLY**
- **PUBLISH MORE FAQS**

# THE LINE'S PERSPECTIVE

## TRICARE CUSTOMER SERVICE

- **VERY GOOD**
- **FRIENDLY**
- **SENSITIVE TO NEEDS**
- **SINCERE DESIRE TO HELP**

# THE LINE'S PERSPECTIVE

## PROBLEM SOLVING

- **NUMBER 1 CONCERN:**

**BILLS, BILLS, BILLS!!**

# THE LINE'S PERSPECTIVE

?

?

?

?

## QUESTIONS

?

?

?

?

?

# THE LINE'S PERSPECTIVE

## MSgt Peter Kraft
## First Sergeant

# 1999 Communications and Customer Service Conference

November 2 - 4